



ORIGINAL

## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

4708

Investigator: Reg LopezPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 51252      Date: 4/19/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:      Jeannine      LongAccount Name:      Jeannine LongHome: (000) 000-0000Street:      [REDACTED]Work: (000) 000-0000City:      PhoenixCBR:State:      AZ      Zip: 85027is:Utility Company.      Arizona Public Service CompanyDivision:Contact Name:      0000Contact Phone: 0000Nature of Complaint:

Received following letter dated 4-10-06:

Az Corp. Commission

To whom it may concern:

Please do not approve an emergency rate increase due to higher gas prices for Arizona Public Service. We have all had to tighten our belts as suck this up. Like many people, I am retired and have had to make measures to compensate for gas prices, combining errands and cutting down on unnecessary trips. I have re-discovered top tamn soup, and telephone my friends instead of meeting for lunch for example. I believe APS is capable of finding a way to cut their expenses rather than pass it on to consumers, who don't get raises for price increases. Please take into consideration that another rate increase for APS could cause some poor folks a real financial emergency. Thank you

Jeannine Long

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

4-28 Sent following letter after approval from CEW:

April 28, 2006

Jeannine Long

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 MAY - 1 A 9:32

RECEIVED

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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2406 West Irma Lane  
Phoenix, Arizona 85027-3005

Dear Ms. Long:

[This is to acknowledge your letter dated April 10, 2006 regarding Arizona Public Service ("APS") Emergency Rate Increase. I would like to express my thanks for taking the time to express your comments on the proposed rate case for APS.

[Your comments have been noted for the record in this matter which is associated to Docket Number E-01345A-06-0009.

[If you have any questions regarding this matter you may contact me in writing at the Tucson address noted below or by calling me at [REDACTED].

#####Sincerely,

#####Reg Lopez  
#####Public Utilities Consumer Analyst II  
#####Utilities Division-Tucson Office

:rxl

4-28 Forwarded OPINION to John LaPorta @ PHX-CONS for docketing. File closed.  
\*End of Comments\*

Date Completed: 4/28/2006

Opinion No. 2006 - 51252

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E-01345A-06-0009

Dec. 67744

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ( [REDACTED] )

Fax: ( [REDACTED] )

Priority: Respond Within Five Days

Opinion      No. 2006 - 51552

Date: 5/1/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:

David

Justice

Account Name:

David Justice

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

#### Nature of Complaint:

My wife and I are retired and thus live on a fixed income. The continued rate hikes squeeze us tighter and tighter every time an increase is approved. We are not for this rate increase.

\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

May 1, 2006

David Justice

[REDACTED]

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Justice

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

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5/1/06 Opinion noted and filed in docket no. E-01345A-05-0816 and in docket no. E-01345A-06-0009 (Dec. 67744) closed

\*End of Comments\*

Date Completed: 5/1/2006

Opinion No. 2006 - 51552

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